

Our commitment to you



TOYOTA

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Welcome to your Toyota

Thank you for buying your Toyota vehicle...

When you buy one of our vehicles, we are giving you a lifetime commitment to customer service. Translating that into practical customer satisfaction is the daily mission of our nationwide network of Authorised Toyota Stores.

We are all about ensuring our products and services meet the needs of our valued customers.

We've included a comprehensive package, Toyota Service Advantage*, with your new Toyota to help you get the best value during ownership.

We're here to:

- Maximise your driving pleasure by maintaining your vehicle in peak condition, through correct servicing.
- Provide prompt, effective assistance.
- Minimise your overall cost of ownership.
- Maximise the resale value of your vehicle.

Our team has a single-minded dedication to excellence in service and the customer care experience. Backing this up are our world-class staff training facilities and customer support services, including a ready supply of replacement parts and outstanding technical capabilities.

Toyota is committed to New Zealanders; we believe in working together. In local communities and throughout the nation, we're involved in partnerships and sponsorships that reflect what we believe in and share with New Zealanders.

For us, the purchase of a new Toyota is not the end of the story – it is the beginning of our commitment to you.

Please take a few minutes to read this booklet.



Michelle Povey
Assistant Vice President
After Sales Operations
Toyota New Zealand
Palmerston North

*Excludes Toyota vehicles sold to, or sold as part of Toyota New Zealand's nationally negotiated government or rental sales.

Toyota Service Advantage

What is Service Advantage?

Service Advantage is a value package that has been designed to help you receive the best value during your vehicle ownership[^].

If you service your vehicle at any Authorised Toyota Store or Service Agent in accordance with the recommended service schedule you will receive:

✓ UP TO 5 YEARS WARRANTY

2 years or 50,000km* Platinum Warranty extension to the 3 year New Vehicle warranty. This gives you a total of 5 years or 150,000km* warranty.

✓ UP TO 5 YEARS ROADSIDE ASSISTANCE

Whether you experience a breakdown, flat tyre or lock your keys out of the car, you can call the Automobile Association (AA) to help get you and your vehicle back on the road.

✓ UP TO 5 YEARS WOF COVERAGE

Two Warrant of Fitness (WOF) inspections are included in the Service Advantage package. These can be claimed, at an Authorised Toyota Store or Service Agent, at the 3rd and 4th year from your vehicle's first registration date.

✓ UP TO 5 YEARS CAPPED PRICE SERVICE COVERAGE

With Service Advantage, we have reduced the standard servicing costs to a capped price amount for up to the first five years of cover (or 60,000km*). This means you will know exactly how

much your servicing costs will be for up to the first five years of ownership. Even if the standard service cost increases during ownership, your capped price servicing costs will not change, regardless of which Toyota store you visit.

Support and service

When you receive your new Toyota vehicle, it's an opportunity to learn about your local Toyota store's operation, meet the service team and get answers to any questions about your vehicle. It's also a good time to discuss your vehicle's servicing schedule, book your first service and ensure that you fully understand the benefits that come with your new Toyota vehicle.

[^]Excludes Toyota vehicles sold to, or sold as part of Toyota New Zealand's nationally negotiated government or rental sales.

*Whichever occurs first under normal operating conditions

Personalised vehicle care

We believe that owning and running a Toyota should be simple, easy and cost effective. It is a belief that's about taking good care of you as well as your vehicle, with minimum fuss and maximum value.

Your preferred Toyota store will remind you when your vehicle is due for a service or Warrant of Fitness. This will usually be through an email but talk to your store about your preferred contact method. When you're in our store, we'll ask you what your plans are while your vehicle is being serviced, help with collection and drop off and transport options if required.

Pre-service quotes will be provided and if any additional work is needed, we'll contact you before undertaking the work. Then when your vehicle is ready, we'll take you through everything we've done.

Toyota gives you a choice of customised options to care for your vehicle and ensures your warranty remains valid. For more information, visit your local Toyota store or toyota.co.nz.

Why choose Toyota to service your vehicle?

As a Toyota specialist your local Toyota store is the perfect place to get your vehicle serviced because we know your Toyota best.

Working with Toyota New Zealand, all Toyota stores have trained their technicians to the highest industry standards, and in turn support them

with modern diagnostic equipment, computerised data systems, comprehensive service literature, and advice when they need it from Toyota's own service specialists.

Why choose Toyota Genuine Parts?

Your local Toyota store will use only Toyota Genuine Parts when servicing and repairing your vehicle. This means that every replacement part will have been manufactured with the same precision and quality as the original. It will also be backed by a 24-month, unlimited kilometre parts warranty that includes labour costs (as long as it's been performed by an Authorised Toyota Store).*^

We hold Toyota Genuine Parts in stock, so you won't have to wait too long for yours to arrive. In most cases, a replacement part can be supplied to any Toyota store in the country within 24 hours, and Toyota stores keep supplies of the most commonly required parts at their workshops.

Note: Where a part is replaced under the New Vehicle or Platinum Warranty, the replacement part will have a minimum warranty period equal to the remaining New Vehicle or Platinum Warranty at the time of fitment.

*All replacement Toyota Genuine Part hybrid high voltage batteries are subject to a 160,000 kilometre or 24 month warranty (whichever occurs first under normal operating conditions).

^All replacement Toyota Genuine Part 12 volt batteries supplied by Toyota, if used in a Taxi or similar usage, will be limited to 12 months or 100,000 kilometres (whichever occurs first under normal operating conditions). This does not cover batteries, which have failed due to, but not limited to, normal wear and tear, incorrectly installed accessories and physical damage.

Our servicing approach

Toyota owners use their vehicles in many ways. Some drive only a few thousand kilometres a year, and others drive many thousands. They use them for around-town trips, fast highway driving, caravan-towing and heavy-duty commercial transport, on sealed and unsealed roads and sometimes in extreme off-road conditions.

No matter how you use your vehicle, it will need a range of replacement, inspection and adjustment services during its lifetime. The key to keeping it running smoothly is to ensure it gets the right servicing, at the right time, by the right people.

For this reason, Toyota New Zealand have recommended that the majority of Toyota vehicles' service intervals are every 15,000km or 12 months, whichever occurs first under normal operating conditions.

Your local Toyota store can schedule these services to suit your particular vehicle and the way you use it – checking that it complies with its warranty conditions and continues to deliver safe, reliable performance at the lowest possible cost.

What's more, your local Toyota store will provide extra value by using Toyota Genuine Parts and Toyota-specified oils and fluids. They know how these products work and how long they last, so they can plan their replacement times accurately.

It means you will not waste money on servicing that may not be required, or pay for repairs or breakdowns that could be prevented through timely maintenance.

For more information on your servicing requirements, please read your Service Record booklet in the Owner's Manual wallet, contact your local Toyota store or visit toyota.co.nz.

Remember, the way you use your vehicle is unique to you, so make sure it gets the care and attention it needs by discussing your servicing requirements with your local Toyota store.

A note of caution

Note that other service providers may not have training on, or expertise with, Toyota vehicles and may not use Toyota-approved diagnostic and repair methods and parts, oils and fluids.

Your vehicle's reliability, durability and safety, as well as the validity of your warranty, could be affected by the use of:

- Non genuine Toyota parts
- Non Toyota approved accessories
- The use of parts, oils and fluids specified to lower performance standards than Toyota's (which may need replacing more often and which may not perform as well).
- Servicing performed other than by Authorised Toyota Stores.

Easy ways to care for your Toyota

Mechanical maintenance

To keep your Toyota in peak operating condition, it's important to do some basic mechanical checks on a regular basis. Your local Toyota store will also check them as part of your scheduled servicing programme.

More detailed information can also be found in your vehicle's Owner Manual.

Engine oil level. Under normal driving conditions some oil consumption is to be expected. However, the amount will vary between petrol and diesel engines and the driving conditions*, so we suggest that you check the oil level in your vehicle regularly. To find out the grade of oil specific to your vehicle, read the owner's manual or talk to your Authorised Toyota servicing dealer.

To get a true reading the vehicle should be on a level surface. After turning off the engine, wait for at least five minutes for the oil to drain back into the bottom of the engine, then remove dipstick, wipe it, re-insert it completely, remove it once again and inspect the indicator.

Coolant level. The level in the radiator's see-through reservoir should be between the 'cold' and 'hot' marks. If you need to top it up regularly, the cooling system may have a leak. Have it checked straight away.

Brake and clutch fluid. You might need to top up the liquid as the brake pads wear. Use only new DOT 3- or 4- rated brake fluid from a freshly opened or tightly sealed bottle, as brake fluid can be compromised when exposed to air and moisture.

Windscreen washer level. Windscreen washer additives help to prevent smearing. You should also periodically wipe the wiper blade rubbers with a cloth or tissue.

Oil and fluid stains. Take note of any oil or fluid stains on the ground where you park your vehicle. Contact your Toyota store if you have any concerns. Please note that it is normal for some water from air conditioning condensation to appear on hot days.

Tyre pressures, including the spare. We suggest you check the tyre pressures once a month.

Bodywork care

If you take good care of your vehicle's bodywork, you'll help to protect it against long-term corrosion and preserve the paint and bodywork. We recommend that you:

Wash your vehicle often, hosing it to loosen dirt and film before washing with soapy water[^] and a soft cotton mitt or sponge. Remember to hose the inside of the wheel arches to remove mud, and the underfloor area if you live near the sea or drive in a coastal area.

Check the paint condition often. If you find any stone chips or scratches, touch them up straight away.

Polish your car often enough to maintain a wax 'film' on the paintwork. When the wax film is adequate, water will stay in droplets on the paint rather than spread over the whole surface.

Inspect your vehicle occasionally for corrosion. If you find evidence of it, contact your nearest Toyota store as soon as possible.

Check the interior. Water spills and dirt can accumulate under the floor and boot mats and, if left, can cause corrosion. Be particularly careful if you're transporting chemicals or fertilisers ensuring that any spillage is cleaned up immediately.

Keep your garage well ventilated. This will allow a wet car to dry out and will minimise dampness.

If you store, or do not use, your vehicle for an extended period of time (i.e. more than a month) we recommend that you contact your Toyota stores service department for advice on any special preventative maintenance requirements.

If you use your vehicle on unsealed roads take precautions to protect the paint from stone damage. We offer a range of Toyota Genuine Accessories that will help, including bonnet protectors, headlight protectors and mudflaps. Just contact your local Toyota store or visit toyota.co.nz.

*For further information on this, please refer to your local Toyota store or your vehicle's Owner Manual.

^Specialised car wash detergents are best.

Other things you need to know

Your vehicle's fuel

Many Toyota models can use 91 octane petrol, while for others 95 or 98 octane is specified. These are the minimum octane requirements, so a higher octane may be used, however it may not provide any performance benefit.

Biofuels have been developed to enable motorists to access more renewable fuel resources and to reduce carbon emissions in the combustion process. They are generally either a blend of ethanol and petrol (for use in petrol engines) or a blend of vegetable oil/animal fat and diesel (for use in diesel engines).

As a general guide, new Toyota petrol vehicles can use any blend up to E10 (10% ethanol) and new diesel vehicles up to B5 (5% biofuel content) without affecting the New Vehicle Warranty, as long as the blends meet New Zealand's fuel specifications.

To find out the recommendation for your vehicle, check your Owner's Manual wallet or visit toyota.co.nz.

Note: we strongly recommend that you don't use biofuel blend percentages higher than those we recommend, as they can cause performance issues and damage that is not covered by our New Vehicle Warranty or Platinum Warranty Extension.

Diesel fuel contamination

The technology in our diesel vehicles enhances performance and reduces fuel consumption and carbon emissions. However, it relies on clean fuel that meets regulated New Zealand standards - and when the fuel quality falls below these standards (due to contamination from water, diesel bug or other contaminants that can enter fuel station tanks) serious damage can result.

Our New Vehicle and Platinum Extended Warranties don't cover damage to your vehicle from fuel contamination, as Toyota New Zealand has no direct control over the quality of the fuel entering your vehicle. Instead, any fuel contamination is the responsibility of the fuel providers.

To minimise the likelihood of damage from fuel contamination, or to increase the likelihood of compensation from fuel providers and/or insurance companies in the event of damage, we strongly recommend that you:

- Fill at the same fuel station/provider and choose larger or busier fuel stations.
- Keep all fuel receipts in case you need to pursue your fuel provider with a fuel contamination claim.
- Never use petrol in a diesel vehicle, as it can result in engine damage.
- Ask your insurance company whether your policy covers this

type of incident - and if not, adjust the policy accordingly.

- Have your vehicle serviced regularly by an Authorised Toyota Store. If correctly followed, our service schedules can help reduce (although not eliminate) the risk of damage from fuel contamination.
- If you cannot guarantee the quality of fuel entering your vehicle, you can fit additional filters as a further precaution. Your Toyota store can advise you on these items, but they will be subject to their manufacturer's warranties.
- **AdBlue - currently New Zealand Toyota vehicles do not require AdBlue, and this should not be added under any circumstances. Repairs required as a result of adding AdBlue will not be covered. Seek the advice of your Toyota store if you have any questions.**

Microchipped keys

Most Toyota vehicles are fitted with engine immobilisers. If yours is, you'll be supplied with a selection of keys containing microchips specifically coded to your vehicle.

As these are the only keys that can disarm the immobiliser system and enable your vehicle to be started, we suggest that you store them in separate places. If you lose one, arrange a replacement from your Authorised Toyota Store as soon as possible.

You'll need a master key to create additional keys for your vehicle. If it's

not available, your Toyota store won't be able to register new keys, and a new electronic control unit may be required. These units can be costly to replace, and won't be covered by your New Vehicle and Platinum Extended Warranties.

SUNA Traffic Channel

If Satellite Navigation is fitted to your vehicle it may come enabled with SUNA Live Traffic Updates. To view the terms and conditions relevant to your use of SUNA products and/or services please consult:

<http://www.intelematics.com/suna/terms-conditions/>

Want to talk?

If you'd like to talk, we're ready to listen...

Feedback on our service

We're committed to providing you with great vehicles and outstanding service - and we love to hear what our customers think. After all, all feedback is good feedback, as it enables us to identify where we're doing well, and where we could improve.

If you have any feedback, questions or concerns, your local Toyota store would welcome the opportunity to assist. Store contact details can be found at toyota.co.nz.

You can also contact Toyota New Zealand directly by calling our Customer Dialogue Centre on 0800 TOYOTA (0800 869 682). One of our knowledgeable and friendly Customer Service Representatives will be ready and happy to help.

You can also contact us:

By email:

customercare@toyota.co.nz

By post:

Toyota New Zealand
National Customer Centre
PO Box 46
Palmerston North Central
Palmerston North 4440

Online: toyota.co.nz

Our Customer Dialogue Centre is based in New Zealand and is available from 8.00am to 5.30pm Monday to Friday, and on Saturdays from 8.30am to 4.00pm. We also operate an after-hours service in cases of emergency, giving you support 24 hours a day, seven days a week.

Warranty Statement

Subject to the terms and conditions contained herein, Toyota New Zealand Limited warrants that any part of your vehicle which becomes defective due to faulty materials or workmanship in manufacture or assembly within 3 years or 100,000 kilometres* from the date of first registration, will be repaired or replaced free of all charges.

Any defect must be reported to your local Toyota store immediately after discovery and within the warranty period and your vehicle must be made available at the store's place of business as soon as practicable.

Wellside trays of utility vehicles: Due to the nature of their use, wellside trays have a 12 month or 20,000 kilometre* paint and corrosion warranty.

Hybrid high voltage battery warranty:

The Hybrid high voltage battery is warranted for 8 years or 160,000 kilometres* from first date of registration. This warranty forms an extension to the 3 years, 100,000 kilometres* Toyota New Vehicle Warranty.

This warranty is offered to the first owner and to all subsequent owners within the warranty period.

BEV Battery Warranty

Scope of warranty

- The lithium-ion battery ("battery") is covered under traction battery warranty, where if the battery capacity drops below 70% within 8 years or 160,000kms of the vehicles life, the battery will be repaired/replaced to restore capacity above 70% of its total capacity.
- The measurement, repair, replacement methods used to determine battery capacity are at the sole discretion of TOYOTA.
- Note that the driving range estimates are an imperfect measure of Battery capacity because they are affected by additional factors separate from battery capacity. Therefore the range in your display monitor doesn't show the capacity reduction condition.

Out of scope of warranty

- The battery is not covered under this warranty if appropriate usage or charging methods are not followed. Please refer to the Owners manual for compatible charging devices.
- The battery capacity gradually reduces with time and use. This is a natural characteristic of lithium-ion batteries. The extent at which capacity is reduced changes drastically depending

on the environment (ambient temperature, etc.) and usage conditions such as how the vehicle is driven and how the battery is charged. This reduction of battery capacity due to normal gradual loss is NOT covered under warranty beyond the terms and limits specified in the scope of warranty.

- See your Owner's Manual for important tips on how to maximise the life and capacity of the lithium-ion battery.

Warranty Repairs

- The traction battery warranty replacement may not restore the vehicle to "as new" condition, however when replacing a battery, TOYOTA will ensure that the energy capacity of the replacement battery is at least equal to that of the original battery before the failure occurred while taking into consideration other factors, including the age and mileage of the vehicle. The measurement method used to determine battery capacity, and the decision of whether to repair, replace or provide reconditioned or re-manufactured parts, and the condition of any such replaced, reconditioned or re-manufactured parts, are at the sole discretion of TOYOTA.

Warranty exclusions... what isn't covered?

The conditions of Toyota's New Vehicle Warranty are as generous as possible. However, without limiting your rights under the provisions of the Consumer Guarantees Act 1993, there are some items and situations where the warranty will not apply. These are as follows:

1. Repairs necessary due to the use of other than Toyota Genuine Parts, Toyota Approved Accessories, or the use of fuel, lubricants or fluids not recommended by Toyota.
2. Repair or replacement of any part as the result of normal wear and tear.
3. Repairs or adjustments to normal service items such as but not limited to: spark plugs, wheel alignment, wheel balancing, bulbs, fuses, battery terminals or leads, clutch and brake linings, unless required due to defective materials and/or manufacture.
4. Replacement of lubricants, fuel, filters and cooling system hoses unless required due to defective materials and/or manufacture.
5. Repairs or adjustments not carried out by an Authorised Toyota Store or Service Agent.

*Whichever occurs first under normal operating conditions.

6. Repairs or abnormal corrosion resulting from fire, theft, contamination, sand, salt, hail, stones, chemicals, industrial fall-out, negligence (such as the driver ignoring gauges, lights or signals) or other causes beyond the control of Toyota New Zealand or your local Toyota store.
7. Damage to engine/fuel system by ingestion of incorrect or contaminated fuel. See page 7.
8. Adjustments to body panels, squeaks and rattles after a period of 3 months.
9. Repairs resulting from a failure to maintain the vehicle in the manner specified by Toyota.
10. Repairs resulting from alterations or modification to the manufacturer's original specification or installation of non-standard equipment. This would include such items as (but not limited to) LPG, CNG or other alternative fuel equipment, turbo or super chargers, turbo timers, suspension components, wheels or tyres.
11. Items classified by Toyota New Zealand as being of a non-standard nature will be subject to the respective manufacturer's own warranty. This would include such items as (but not limited to) non-genuine parts, accessories or equipment.
12. Where the vehicle has been used in competition, rallying or racing, or has been subjected to extraordinary use, such as (but not limited to) mining, police, or emergency operation or otherwise damaged by neglect, accident, faulty repairs or improper use.
13. Where the odometer fitted to the vehicle is altered or replaced (except where it has been repaired or replaced under the Toyota New Vehicle, Platinum Warranty, or other Toyota NZ extended warranty) or the odometer drive system has been disconnected or affected in some way causing the odometer reading to not provide a reasonable indication of the distance the vehicle has travelled.
14. Where the manufacturer's identification numbers or marks have been altered or removed.
15. If you are not a consumer (as defined in the Consumer Guarantees Act 1993) or you have purchased this vehicle for a business purpose (and your Vehicle Offer and Sale Agreement contains an applicable exclusion from 'consequential loss' liability) then apart from the benefits provided to you in the event of roadside breakdown or under a Toyota Service Plan, this warranty will not extend to consequential loss or damage to either person

or property or expenses such as (but not limited to) hire or loss of use, charges, tolls and travelling expenses.

Your responsibilities

In order for your warranty to remain valid, you must adhere to the below.

1. Have your vehicle serviced regularly in accordance with Toyota New Zealand's recommendations. For your understanding, a general outline of Toyota's service recommendations is provided in this booklet. However, for advice specific to your vehicle model and applicable to your vehicle usage please contact your local Toyota store. Your New Vehicle pack comes with your own Service Record booklet to record all services.
2. Ensure Toyota Genuine Parts are used in any repair or service to your vehicle.
3. In the event of a failure, take all reasonable means to protect your car from further damage. This includes monitoring gauges, warning lights and signals.
4. Please see our easy ways to care for your Toyota on page 5.
5. Repeated driving on driving circuits or race tracks that require high-load on tyres, brakes, suspension components, drivetrains and engine, may damage some vehicle components due to the heat and stress generated by spirited driving. As a result, sudden component failure may make it difficult to operate, control, or stop the vehicle. In order to enjoy circuit racing and other motorsport driving with safety and peace of mind, we ask that you inspect and replace, if necessary, the following parts, oils and fluids before and after each event, in addition to normal maintenance.
6. Oil/fluid and grease: Inspect thoroughly for the correct quantity, leakages or other abnormalities
7. Brakes: brake pads, brake hoses, brake rotors/linings, brake callipers
8. Tightening: wheel nuts, suspension parts (suspension arms, etc.), battery terminals
9. Installation condition: check for any loose or insecure components
10. Tyres: wear, defects, air pressure
11. Lamps: headlights, turn lights, brake/tail lights
12. Instrument panel: meters, hazard lamp switches
13. Safety equipment: seat belts, (fire extinguishers in some areas)
14. Viewing: windshield/side/rear glass, outer/inner mirrors.

AA Roadside Assistance

In the unlikely event of a roadside breakdown, your local Toyota store will ensure that disruptions to your travel plans are kept to a minimum.

Roadside Assistance is included with new Toyota vehicles sold via the Authorised Toyota Network (excludes nationally negotiated rental and government vehicles). In the unlikely event of a breakdown, please call the toll free number located in your Toyota Service Advantage booklet. Refer to the Toyota Service Advantage booklet for coverage details. If the vehicle cannot be mobilised, the AA will tow it to the nearest Toyota store. The reimbursement of breakdown and towing costs incurred through a third party service other than the AA is not covered. Should your vehicle be immobilised due to a warrantable fault, you will be reimbursed the costs of recovery to the nearest Authorised Toyota Store or Service Agent.

In the event that a warranty repair cannot be completed within 24hrs and you breakdown more than 50km from home you can be reimbursed up to \$1000 (GST Incl) for rental car and/or accommodation required while your car is getting repaired. This excludes the cost of meals, beverages or the cost of fuel for the rental vehicle. Claims must be made within 30 days of the repair.

A claim form is provided at the back of this booklet or by going to toyota.co.nz. You can also obtain this form from your Authorised Toyota Store.



In the event of a roadside breakdown please copy and complete the relevant sections of this Reimbursement Claim Form.

Please email or send to:
Toyota New Zealand Limited
National Customer Centre
PO Box 46, Palmerston North Central,
Palmerston North 4440
Attention: Toyota Care
Email: customercare@toyota.co.nz

Complete this section in all instances

Name:

Address:

.....

.....

Vehicle Registration Number:

Current Odometer Reading:

RECOVERY COSTS

Toyota New Zealand Nationally negotiated rental and government vehicles only. Toyota Service Advantage customers are covered by Roadside Assistance and should call the 0800 number located in their booklet.

Date of breakdown: Distance towed: kms

Please state where the breakdown occurred:

Please state the Authorised Toyota Store or Service Agent to which your vehicle was towed:

.....

Please give a brief description of the nature of the breakdown:

.....

Amount claimed: \$

RENTAL CAR COSTS

Please state the Authorised Toyota Store or Service Agent that assisted you:

.....

Please briefly state the nature of the repairs and why the repair was delayed:

.....

Amount claimed: \$

(Maximum claim value covers vehicle rental and/or accommodation up to \$1,000 incl. GST and excludes fuel costs)

ACCOMMODATION COSTS

Please state the Authorised Toyota Store or Service Agent that assisted you:

.....

Please briefly state the nature of the repairs and why the repair was delayed:

.....

Amount claimed: \$

(Maximum claim value covers vehicle rental and/or accommodation up to \$1,000 incl. GST and excludes food and beverages)

I have made payment for expenses covered under the warranty on my vehicle as described above. Attached are the receipted invoices. Please reimburse me for the amount claimed, subject to the stated maximum.

Signature: Date:



TOYOTA 1st Change of Ownership Advice

Registration No: kms at transfer:

VIN No:

Previous Owner's Name:

NEW OWNER'S DETAILS

(Mr/Mrs/Ms/Miss) Surname:

First Name:

Contact Phone Numbers

Home: () Business: ()

Mobile: ()

Address:

.....

E-mail Address:

Subscribe to our E-mail service: Yes. *Please keep me informed about any other Toyota products and services.*

Date of Transfer: Selling Store:

Customer's Signature:

This advice form should be completed and mailed within 21 days of purchase by the purchaser.

Please place your completed form in an envelope (no postage required) and address to:

FREEPOST TOYOTA

Toyota New Zealand

PO Box 46

Palmerston North Central

Palmerston North 4440

Attention: CRM Team

We respect your privacy. Your details are held by Toyota New Zealand Limited to enable us, Toyota Finance New Zealand Limited and our Authorised Toyota Network to communicate with you about Toyota and Lexus products and services.

If you don't wish to receive promotional material, or wish to review or update your details, please contact us on 0800 869 682, at customercare@toyota.co.nz or write to us at PO Box 46, Palmerston North Central, Palmerston North 4440. A more detailed privacy statement is available at toyota.co.nz or on request.



TOYOTA

2nd Change of Ownership Advice

Registration No: kms at transfer:

VIN No:

Previous Owner's Name:

NEW OWNER'S DETAILS

(Mr/Mrs/Ms/Miss) Surname:

First Name:

Contact Phone Numbers

Home: () Business: ()

Mobile: ()

Address:

.....

E-mail Address:

Subscribe to our E-mail service: Yes. *Please keep me informed about any other Toyota products and services.*

Date of Transfer: Selling Store:

Customer's Signature:

This advice form should be completed and mailed within 21 days of purchase by the purchaser.

Please place your completed form in an envelope (no postage required) and address to:

FREEPOST TOYOTA

Toyota New Zealand

PO Box 46

Palmerston North Central

Palmerston North 4440

Attention: CRM Team

We respect your privacy. Your details are held by Toyota New Zealand Limited to enable us, Toyota Finance New Zealand Limited and our Authorised Toyota Network to communicate with you about Toyota and Lexus products and services.

If you don't wish to receive promotional material, or wish to review or update your details, please contact us on 0800 869 682, at customer care@toyota.co.nz or write to us at PO Box 46, Palmerston North Central, Palmerston North 4440. A more detailed privacy statement is available at toyota.co.nz or on request.



Let's make cars smarter.
And people safer.



Let's Go Places

Every endeavour has been made to ensure that the details contained in this publication were accurate as at time of print. Toyota New Zealand reserves the right at any time to introduce any changes deemed necessary to improve the product or service described. Refer to toyota.co.nz or your Authorised Toyota Store for the most up to date information.



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